

WINDOWS ERROR

INVALID MENU HANDLE

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QUESTION: I went to IE and downloaded the GTBPCUG newsletter, BayBytes. I tried to open this new page, not from any temporary file. This box shows up (Figure 1).



Figure 1

ANSWER: What you have to do depends upon your Windows version.

REPAIR WINDOWS 95,98,ME, NT, OR 2000

If you are using one of these versions of Windows then Internet Explorer 6 was not installed by default when you installed the operating system but rather from an upgrade. Since you upgraded to IE6, you have the advantage of having a repair tool that came with the installation.

To access this repair tool you should follow these steps:

- ❶ Click on Start . Settings . Control Panel.
- ❷ Double-click on the Add/Remove Programs icon.
- ❸ You will now see a screen that shows a listing of all installed programs on your computer. Scroll down till you see Microsoft Internet Explorer 6 and Internet Tools.
- ❹ Double-click this entry and a screen will appear asking what you would like to do.
- ❺ Select the option to “Repair Internet Explorer” and press the OK button.
- ❻ Then click the “Yes” key to begin the process.
- ❼ When it is completed reboot your computer.

If this method is not successful, then you may have to reinstall your operating system or try an alternate browser.

REPAIR ON WINDOWS XP

Because Internet Explorer 6 comes installed on Windows XP by default, you do not have access to the IE repair tool and have to repair/reinstall by using one of two, or maybe both, methods. Both methods are outlined below.
METHOD 1: Run Windows Update: Start > All Programs > Windows Update
METHOD 2: Using the System File Checker

This method will scan all protected system files and restore ones that it finds do not match its internal database. This can take quite a while to complete so do not start this if you are limited on time. You may be prompted for the Windows XP CD, so make sure you have it available.

The steps to do this method are as follows:

- ❶ Click on the Start > Run.
- ❷ In the Open field type "sfc /scannow" (without the quote marks) and click on the OK button.
- ❸ Follow the prompts through the scan and when it prompts you to reboot, do so.
- ❹ Test to see if the problem is resolved. If it is, you can stop. If not, let me know.